

Merged Email - Non-Responsive Material

From: Zabek, Jason (CCI-Atlanta)
Sent: Sunday, January 17, 2010 11:25 AM
To: Dameri, Andrea (CCI-Hampton Roads); CCI - Abuse Corporate
Subject: RE: Account [Redacted for Confidentiality]

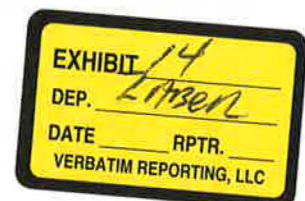
This is fine. If asked, I would have allowed them back on.
We have been turning customers back on who have been terminated for DMCA complaints.
As long as our process of warnings, suspension, then termination is followed, we can turn the customer back on and start the DMCA count over.

[Redacted for Privilege]

During this time, as we try to keep customers and gain more RGU's it is important to try and balance the needs of the company with the protection of the network. DMCA does not hurt the network like DOS attack, spam or hacking.
It is not something we advertise however.

Jason Zabek
Senior Abuse Engineer
Cox Communications
(404) 269-8129
<http://www.coxbusiness.com/> <<http://www.coxbusiness.com/>>
<http://support.coxbusiness.com/> <<http://support.coxbusiness.com/>>
(Insert benign saying here)

From: Dameri, Andrea (CCI-Hampton Roads)
Sent: Saturday, January 16, 2010 10:52 PM
To: CCI - Abuse Corporate
Subject: Account [Redacted for Confidentiality]



Good Evening,

Please review during normal business hours.

Customer had several email warnings, followed by suspensions up to TOC and was terminated December 8th. Voicemail call back on January 7th shows I explained to the account holder [Redacted for Confidentiality] they could request review in 6 months for possible reactivation. ICOMS notes shows [Redacted for Confidentiality] called about the bill January 11th and got reinstated. We already have a DMCA complaint on ticket 4642223

2010-01-11	DISPOSITION: PHONE/ACCOUNT SERVICES/BILL	JESJACKS
2010-01-11	:GENERAL/BAL/DUE DATE INQUIRY ACTION:	JESJACKS
2010-01-11	CUSTOMER EDUCATION AU: [Redacted for Confidentiality]	JESJACKS
2010-01-11	[Redacted for Confidentiality] AM: SSN/ JESJACKS/ JESJACKS	JESJACKS
2010-01-11	CLLD TO INQ ABT WHEN HSI WAS	JESJACKS
2010-01-11	DISCONNEDTD//	JESJACKS
2010-01-11	EDU CUST HSI WAS DISCO 12/8	JESJACKS
2010-01-11	CUST SAID THAT SHE ALREADY IS SCHEDULED	JESJACKS
2010-01-11	TO GET HSI WITH ANOTHER CARRIER EDU	JESJACKS
2010-01-11	CUST WE DO NOT WANNA LOSE HER AS A CUST	JESJACKS
2010-01-11	AND WE CAN GET HSI BACK FOR HER SO SHE	JESJACKS
2010-01-11	CAN GET BUNDLE DISCOUNT//	JESJACKS
2010-01-11	XRFD LEADGEN	JESJACKS
2010-01-11	SENT OUT KEYSTONE TO REINSTATE MAX//	JESJACKS
2010-01-07	AU: [Redacted for Confidentiality] AM: SSN/	VNDLIARE
2010-01-07	VNDLIARE/ [Redacted for Confidentiality] HAS NO HSI WITH US	VNDLIARE

2010-01-07	[Redacted for Confidentiality]	CLD TO INQ STATUS OF HSI. ADV	MARIWEBB
2010-01-07	HSI SHOWS DISCO 12/8. ADV DISCO DUE TO		MARIWEBB
2010-01-07	ABUSE. REFER TO ABUSE AND GAVE REF NUM		MARIWEBB
2010-01-07	AU: [Redacted for Confidentiality]	AM: SSN/	MARIWEBB

Thank you,

Andrea Dameri
CHSI Tier 2.5
Technical Operation Center Analyst
Cox Network Security Team
866-269-8627, option 2
Supervisor: Christopher Burns
Wed - Saturday 1pm - 12am Eastern

How am I doing? Click on the link below to fill out the survey.
http://teams.atl.cox.com/toc/Lists/TOC_Feedback/NewForm.aspx

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